MANAGING EMAIL

Is email overwhelming?

How can you apply records management procedures to email?

Records Are:

Records include all books, papers, maps, photographs, machine readable materials, or other documentary materials, **regardless of physical form or characteristics, made or received** by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as **evidence** of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value in them.

(Taken from 44 U.S.C. Chapter 33, Sec. 3301)

Why manage email?

- Just like paper, emails can be records.
- An e-mail message is a record if:
  - It documents the EPA mission.

  - It provides evidence of EPA business.

  - You or anyone else would need to retrieve the message to find out what had been done.

  - You or anyone else would need to use it in other official actions.

Best Practices for Managing Email

1. Preserve the record-copy.
2. Use a meaningful subject line.
3. Organize you records so that you can find them when you need to.
4. Conduct agency business on agency systems.
5. Do not combine business and personal email.
6. Prioritize your emails.
7. Know that you can't keep everything forever.
8. Determine how long your records should be kept.
9. Do not retain copies.
10. Dispose of obsolete email according to retention schedules.

Quick Tips for Managing Email

- Email rule to live by: "touch it once."

- Read it and delete it if it's not a record and you don't need it.

- Don't respond with Reply All.

- Maintain the original message, and any attachments, within the thread.

Roles & Responsibilities

EPA Employees, grantees and contractors must:

Create the records necessary to document the activities for which you are responsible	File those records in a manner that allows for them to be safely stored and efficiently retrieved when necessary	Dispose of records in accordance with Agency and Federal regulations.

- All EPA employees, grantees and contractors are responsible for the maintenance of records they create.

Organize and Continuously Manage Your Email

☐ Clean out all personal email, nonrecords, and transitory messages as soon as they have been acted on or when no longer needed.

☐ Organize the email that must be retained into folders. If you have a common folder structure for your paper files or records maintained on shared or personal drives, use the same structure.

☐ Regularly review your inbox and active folders and keep them cleaned out.

Email Appropriate Use

- You must not have any expectation of privacy while using Government office equipment.

- The email system is a federal product and all data is owned by EPA.

- Email can be broadcast and forwarded by individuals outside EPA's control.